

**From:** TERRY C ANDERSON  
**To:** Microsoft ATR  
**Date:** 1/28/02 1:33pm  
**Subject:** Microsoft Settlement

The following comments are submitted for the Court's consideration in the Microsoft case before it.

Based on my recent experience in the transfer of my Internet service from Qwest to MSN, I am very disturbed about increasing Microsoft's influence and hegemony in the provision of Internet services. The changeover of services has not been managed well--several errors caused frustration, lost information, and took much time to execute. I was led to believe that these difficulties occurred because I was not coming from Microsoft software but rather from Netscape. I have spent hours talking to the technical assistance people to straighten this out. Let me add that simply getting to a person (rather than being routed through the branches of call answering systems) is a feat!

While I was not required to switch to MSN, I was given no information on ways I could switch to another server. Nor could I locate such information from Qwest or MSN. In other words, I felt corraled (indeed compelled) to transfer to the Microsoft system, MSN.

Now I'm subjected to advertisements and "come ons" whenever I log on.

I strongly feel that it is a step backward for the consumer to allow Microsoft more control over Internet services. I am not a sophisticated computer user, but rather a person who struggles with the technology and gets by through simple, direct choices and customer-oriented service rather than glitz and promises. Please preserve my choice to obtain the best consumer services I can find, not force me into a gargantuan system that is removed, indifferent, and frequently inaccessible.

Thank you for your attention to my concerns. Terry Anderson, Portland, Oregon